

Form PTO-1449		U.S. Department of Commerce Patent and Trademark Office		Atty. Docket No. P21782		Serial No. 10/058,785	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)				Applicant Philip KORTUM et al.			
				Filing Date January 30, 2002		Group 2681	

U.S. PATENT DOCUMENTS									
EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE			
<div style="font-size: 2em;">W</div> <div style="font-size: 4em;">↓</div> <div style="font-size: 2em;">✓</div>	5 7 0 6 3 3 4	01/06/98	BALK et al.						
	5 8 0 2 5 2 6	09/01/98	FAWCETT et al.						
	5 9 9 9 6 1 1	12/07/99	TATCHELL et al.						
	6 0 1 6 3 3 6	01/18/00	HANSON						
	6 0 3 5 3 3 6	03/07/00	LU et al.						
	6 0 8 8 4 2 9	07/11/00	GARCIA						
	6 1 0 4 7 9 0	08/15/00	NARAYANSWAMI						
	6 1 4 8 0 6 3	11/14/00	BRENNAN et al.						
	6 1 7 0 0 1 1	01/02/01	MACLEOD BECK et al.						
	6 2 6 3 0 5 2	07/17/01	CRUZE						
6 2 9 5 5 5 1	09/25/01	ROBERTS et al.							
6 3 3 2 1 5 4	12/18/01	BECK et al.							

FOREIGN PATENT DOCUMENTS									
DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO				
0 0 / 3 3 5 4 8	06/08/00	W.I.P.O.							

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)	
1	"ACD Learning Center Tutorial Series", ACD Call Center Online Learning Center, http://www.call-center.net/ivr-series.htm .
2	"Customer Management Technology", TeleTech, http://www.teletech.com/solutions/cmt.htm , printed on December 18, 2001.
3	"Products & Services-Interactive Voice Response (IVR)," Prairie Systems, http://www.prairiesys.com/PSI/p_s_interactive_sol.htm .

EXAMINER	DATE CONSIDERED

*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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